

NC FAST

The North Carolina Families Accessing Services through Technology (NC FAST) Program was developed to improve the way NC DHHS and the 100 county departments of social services conduct business. It combines data from 19 legacy systems into a central database and creates a consolidated case management capability. The program has been in existence since 2003.

The NC FAST Program includes the following projects:

- Case management, which once fully implemented, will collect, maintain, and process information for the purposes of determining client eligibility and services. There are seven case management projects:
 - Project 1, the Global Case Management and Food and Nutrition Services (FNS) is completed.
 - Projects 2&6, the Eligibility Information System (EIS), is currently being implemented. It includes Work First (Temporary Assistance for Needy Families (TANF)), Medicaid, Special Assistance, and Refugee Assistance.
 - Project 3, the Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP), is tentatively scheduled to begin in December or January.
 - Project 4, Child Services, is a future project that will support Child Protective Services.
 - Project 5, Aging and Adult Services, is a future project that will support Adult Protective Services.
 - Project 7, the NC FAST Federally Facilitated Exchanges (FFE) Interoperability, went live on October 1, 2013, and will be phased in in coordination with the federal effort.
- Electronic Pre-Assessment Screening Service (ePASS) is a secure, web-based, self-service tool that enables NC residents to screen for potential eligibility for a range of NC benefits and services.
- The Document Management System is a document imaging and management set of tools that will integrate with the NC FAST Case Management system, and is intended to work with existing county document management solutions.
- Service Delivery Interface (SDI) was an early effort developed to provide a single interface between a county-developed and county-maintained case management systems and a legacy benefit delivery system maintained by NC DHHS. The SDI interface became available in August 2006.
- Online verification (OLV) came into production in 2005 and is used by all counties to verify any required client information for the purpose of determining benefits. Information is retrieved from several federal and state benefit and reporting systems, including:
 - NC Division of Motor Vehicles
 - U.S. Social Security Administration
 - NC Department of Correction
 - Employment Security Commission

NCFAST Cost

The NC FAST Program has included a number of projects. Costs for the individual projects are included on the spreadsheet below. The project budget includes the amount budgeted for design, development, and implementation. Project O&M includes operations and maintenance costs. TCO, or total cost of ownership, includes the amount budgeted for project costs and five years of operations and maintenance. (This data was provided by the Enterprise Project Management Office in the Office of the State Chief Information Officer.)

Project Name	Workflow Status	Start Date	End Date	Project Budget	Actual Spend	O & M	TCO
NC FAST Legacy Systems Analyses Project	Complete	07/03/2006	07/31/2007	525,565	524,152	0	525,565
NC FAST Automated Interview (AI) Integrator Selection Project	Complete	02/01/2007	10/29/2010	3,798,351	3,704,078	0	3,798,351
NC FAST Automated Interview Software Selection	Complete	02/01/2007	01/12/2009	831,605	697,113	0	831,605
NC FAST Case Management Software Installation Project	Complete	11/01/2008	09/30/2009	12,542,533	11,787,286	0	12,542,533
NC FAST - Global Case Management and Food and Nutrition Services (FNS)	Project Closeout	07/01/2009	05/31/2013	48,218,500	48,214,890	20,743,128	68,961,628
NC FAST Case Management Program Level Project	Planning & Design	07/01/2009	06/30/2017	52,642,514	26,599,450	0	52,642,514
DHHS - Electronic Pre-Assessment Screening Service (ePASS)	Non-Approved	12/01/2009	09/01/2010	358,921	0	0	358,921
DHHS - Electronic Pre-Assessment Screening Service (ePASS) Phase 2 - Food and Nutrition Services	Complete	07/01/2010	07/29/2011	479,857	430,025	420	483,555
NC FAST- CM Medicaid P2 & P6 (EIS replacement)	Execution & Build	12/01/2010	03/31/2014	95,851,737	60,645,210	11,873,932	107,725,669
ePASS Phase 3 - FNS	Non-Approved	08/01/2011	06/30/2013	647,466	0	0	647,466
NC FAST - Child Services P4	Initiation	08/13/2012	01/15/2015	50,146,348	0	0	50,146,348
NC FAST - Project 7 - Federal Facilitated Exchange Interoperability	Initiation Approval	11/15/2012	03/01/2014	36,088,569	0	15,000,000	51,088,569